

## **Proof of Identity**

- I. All applicants, transfers, endorsers and proxies must provide proof of identity (ID).
  - a. Proof of identity is required at each certification visit prior to receiving WIC benefits.
  - b. Applicants should be informed what proofs of identity are acceptable when certification appointments are scheduled.
  - c. All parents, legal guardians, foster parents, caretakers and proxies must show proof of identity at certification and before checks are issued.
- II. The WIC ID packet may be used as proof of identity at subsequent certifications and issuance of WIC checks. The ID packet or other approved ID must be shown before checks may be issued.
- III. Type of proof of ID provided must be documented in the computer system.
  - a. Documentation does not need to be copied or scanned and should be returned to the applicant.
- IV. Names should be input into the computer and on the ID packet as they are listed on the form of identification presented. This aids in preventing and detecting dual participation.
  - a. Compound last names or paternal-maternal names should be input into the computer if they are listed on the form of ID. A space or hyphen between names should be included when such is found on the form of ID.
  - b. Names may be input differently from the proof of identification only when there is a valid reason to do so, such as a name change due to:
    - i. Marriage
    - ii. Divorce
    - iii. Adoption, etc.
    - iv. Or, for infants, if the infant's correct full name is not listed on the infant form of ID.
  - c. Additional documentation should be requested when names do not match the proof of identity. When possible, names can be verified through

another source such as the Medicaid Provider Eligibility Lookup Tool or Medicaid Managed Care System (MMCS). Comments must be entered into the computer explaining the reason the name does not match the form of ID presented.

- V. Acceptable proof of identity. For initial certifications, all applicants, transfers, endorsers and proxies must provide acceptable proof of identification. Proof of identity must not be expired. Medicaid cards being used as proof of ID are considered expired if the applicant is not currently eligible for Medicaid. Proof of ID cannot be a photocopy unless the copy is certified or notarized. Acceptable forms of ID are listed below:
- a. Driver license
    - i. domestic or international
    - ii. (including the driving privilege card)
  - b. Utah Medicaid card
    - i. The Medicaid eligibility letter or the Medicaid Medical provider card may also be accepted if the name and date of birth is present on the document or if this information is verified in the provider lookup tool or MMCS.
    - ii. Out of state Medicaid cards can be accepted from out of state transfer clients with a VOC.
  - c. CHIP eligibility letter or provider card
    - i. may be accepted if the name and date of birth is present or is verified in the provider lookup tool.
  - d. Military ID
  - e. Birth certificate
    - i. domestic or international
  - f. Consular Report of Birth Abroad (CRBA)
  - g. Passport
    - i. domestic or international
  - h. Work or school ID

- i. State issued identification card
  - j. Tribal identification card
  - k. U.S. Dept. of Homeland Security:
    - i. Permanent Resident Card (Green Card)
    - ii. Employment Authorization Document/Card
    - iii. Certificate of Naturalization
    - iv. Certificate of Citizenship
    - v. USA B1/B2 VISA/BCC (Border Crossing Card)
    - vi. I-94 (US Customs and Border Protection Arrival-Departure Record)
  - l. Foreign government national identification card or consular ID card
  - m. Mexico Consular ID Card (Matricula Consular)
  - n. Voter identification card – United States or Mexico
  - o. Court Document (such as adoption papers, etc.)
  - p. Foster Letter- Department of Human Services, DCFS WIC Program Letter
    - i. Form TR09
    - ii. Form KBS15
  - q. Other photo ID issued by a third party agency (must be approved by the State agency on a case by case basis).
  - r. Infants only (ID must have at a minimum a last name and birth date):
    - i. hospital card/crib card,
    - ii. hospital bracelet,
    - iii. official hospital document/discharge papers,
    - iv. letter from midwife (for home births),
    - v. letter from health care provider,
    - vi. Utah WIC Program Newborn Identification Form,
    - vii. immunization record.
    - viii. MMCS verification
    - ix. Medicaid provider lookup tool verification
- VI. Applicants who are unable to provide an acceptable proof of identity from the list above may provide letter from a governmental, medical, school or business entity

(third party) verifying identity. Acceptance of this type of letter, other alternate forms of ID, or any other exceptions require State agency approval on a case by case basis. Contact the State WIC Operations Manager or a designee in his absence.

- VII. Personal recognition by clinic staff is not sufficient.
- VIII. Subsequent Certifications. WIC ID packet can be accepted as ID except as noted below:
  - a. Children certifying for the first time as a child must bring proof of identity. This cannot be the WIC ID packet or forms of ID accepted for infants only.
  - b. If a birth certificate, or other form of identification (with the exception of infant only ID listed above) was provided and documented in the information system at the infant certification, the ID packet is acceptable as proof of identification at the child certification.
- IX. Check issuance. WIC ID packet or other acceptable ID from list above required.
- X. Transfer (in state or out of state). Any acceptable proof of identification as in initial certification is required.
  - a. VOC does not prove identity.
  - b. WIC ID packet does not prove identity for transfers unless from within the same local agency.
  - c. Out of state Medicaid cards can be accepted from out of state transfer clients with a VOC.
- XI. WIC ID Packet. The WIC ID Packet is an integral part of the food delivery system. The ID Packet must be presented by the participant:
  - a. At each appointment to receive WIC checks, and
  - b. At the time of redemption at the retailer to validate the transaction.
- XII. Issuing the ID Packet.

- a. Issue one ID Packet per family whenever possible.
- b. The clinic or local agency stamp must be placed on the ID Packet.
- c. The front of the ID Packet should be completed in the following manner:
  - i. Print the first and last name of the endorser(s) on the appropriate line.
  - ii. Print the Family ID number.
  - iii. Print the names of the participant(s).
  - iv. Have the endorser(s) sign the signature line
    - 1. (an "X" or "t" is not permitted as a signature, mark, or initials).
    - 2. Up to two proxies may also sign the packet, allowing a different person to pickup and/or redeem the WIC checks.
    - 3. If no proxy or alternate endorser is designated by the endorser, then the clinic will stamp in ink on the blank endorser/proxy signature line, "NONE AUTHORIZED."
    - 4. Do not alter, stamp over, or white-out any aspect of the signature lines, the vendor will not accept an altered signature line.
- d. In order for both an endorser and an additional endorser or proxy signature to appear on the ID Packet, the endorser(s) and the proxy(s) must be present and be issued a new WIC ID Packet with both signatures.
- e. In some circumstances it is allowable for the family to have two ID packets.
  - i. If the proxy brings in an endorser note with a verifiable endorser signature, a new WIC ID Packet is issued with only the proxy's signature on the card and "NONE AUTHORIZED" on the endorser signature line.
  - ii. When the endorsers are separated, a separate ID packet may be issued to the additional endorser. Stamp "none authorized" on the first endorser signature line and have the additional endorser sign the ID packet on the line marked "Alternate Endorser Signature". It is the responsibility of both endorsers to share the checks and ensure the WIC foods are given to the children. WIC staff should not get involved in custody disputes.

- f. No manually written or strikeout lines should be used, only stamps, so that the vendors do not accept hand-written manual changes.
  - g. The back of the ID Packet should be completed using the State authorized clinic or local agency stamp with the clinic, address, and phone number stamped in the appropriate space.
  - h. The appointment entry of the ID Packet should be completed by printing the date and time of the client's next scheduled appointment in the appropriate space.
- XIII. ID Packet supply. The State will supply ID packets to the local clinics as needed when ordered on the clinic supplies order form.
- XIV. Safeguarding WIC Packet ID/Cards. It is important to carefully store and safeguard the unissued ID Packets. Because the ID card validates the retailer's WIC transaction, the ID Packets have potential value. Make sure that the WIC ID Packets are secured in locked storage.
- XV. Forgotten ID Packet. When a participant notifies the WIC clinic that their WIC ID Packet has been forgotten and left in a known location by the client, the WIC client or proxy may produce photo identification. If the photo ID matches the WIC client or the proxy, then checks may be issued. Do not issue a new ID Packet.
- XVI. Lost or Stolen ID Packet. When a participant notifies the WIC clinic that their WIC checks or ID Packet have been lost or stolen, take the following steps:
  - a. The WIC ID Packet can be replaced at any time without a waiting period. The endorser only must provide proof of identity when requesting a replacement WIC ID Packet during a certification period. The clinic must witness the signature(s) on the front of the ID Packet.
  - b. A replaced WIC packet cannot be used as a form of ID for a child or infant's certification on the same day it was replaced. If the client does not have the ID packet when they come to the clinic to certify the child they must show another form of ID for the child.
  - c. For procedures for replacing lost checks, see Lost Checks within the section Food Delivery-Food Instrument Accountability and Control, Reconciling Checks.